

Survey Summary by Originating Organization / Agency

For Surveys created from 1/12/2004 to 1/21/2004 and responded to through 1/28/2004

This report groups and analyzes the results of the DIT Remedy Help Desk survey by the organization or agency that the call originated from. The Information Officers and the agencies they are responsible for are shown below. For each question in each organization the total number of responses for each rating is totaled under the corresponding heading (Very Good, Good, Average, Poor, Very Poor) and an average for all responses for that question is given under the column Average Rating. A total count of the number of answers with comments for each question is shown under the Total Comments column. Summary information and averages for all surveys can be found on the last page of the report.

Information Officer	Agencies Supported
Susan Doby	FIA, DCH
James Hogan	CIS, Education, Career Development
Gary Blair	MSP, Corrections, DMVA, Attorney General
Lynn Draschil	HAL, DNR, DEQ, Agriculture
David Borzenski	Treasury, Secretary of State
C. Douglass Couto	MDOT, DMB, Civil Service, Civil Rights, DIT

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Organization / Agency							
Attorney General	2 Survey(s) Found						
Was the service provided in a timely manner?	1	1	0	0	0	4.50	0
Was the technician knowledgeable?	2	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	1	1	0	0	0	4.50	0
Was the technician friendly?	2	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	1	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	1				0
Was your problem resolved with your initial contact to DIT Support?	2	0	0				0
Dept Information Technology	40 Survey(s) Found						
Was the service provided in a timely manner?	36	0	2	1	0	4.82	3
Was the technician knowledgeable?	33	4	0	0	0	4.89	4
Was the problem solved to your satisfaction?	34	2	0	1	0	4.86	3
Was the technician friendly?	35	1	0	0	0	4.97	3
Was the solution of your problem clearly communicated to you?	32	2	1	1	1	4.70	2
If Field Services visited your workstation did they leave a note explaining what was done?	11	0	28				2
Was your problem resolved with your initial contact to DIT Support?	20	7	12				1
Dept of Agriculture	9 Survey(s) Found						
Was the service provided in a timely manner?	1	6	0	2	0	3.67	2
Was the technician knowledgeable?	2	5	0	0	0	4.29	2
Was the problem solved to your satisfaction?	3	4	1	1	0	4.00	1
Was the technician friendly?	3	2	1	0	1	3.86	4
Was the solution of your problem clearly communicated to you?	1	5	0	0	2	3.38	3
If Field Services visited your workstation did they leave a note explaining what was done?	1	1	5				1
Was your problem resolved with your initial contact to DIT Support?	4	3	1				1

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Dept of Career Development	9 Survey(s) Found						
Was the service provided in a timely manner?	6	1	2	0	0	4.44	1
Was the technician knowledgeable?	5	0	1	1	0	4.29	4
Was the problem solved to your satisfaction?	6	1	1	1	0	4.33	1
Was the technician friendly?	6	2	1	0	0	4.56	1
Was the solution of your problem clearly communicated to you?	5	2	1	0	0	4.50	1
If Field Services visited your workstation did they leave a note explaining what was done?	0	1	8				1
Was your problem resolved with your initial contact to DIT Support?	6	1	2				0
Dept of Community Health	29 Survey(s) Found						
Was the service provided in a timely manner?	19	6	2	1	1	4.41	4
Was the technician knowledgeable?	21	6	0	0	0	4.78	4
Was the problem solved to your satisfaction?	26	2	0	0	1	4.79	2
Was the technician friendly?	26	1	0	0	0	4.96	3
Was the solution of your problem clearly communicated to you?	20	5	3	0	0	4.61	2
If Field Services visited your workstation did they leave a note explaining what was done?	8	1	19				2
Was your problem resolved with your initial contact to DIT Support?	22	5	2				5
Dept of Consumer Ind Services	26 Survey(s) Found						
Was the service provided in a timely manner?	16	6	4	0	0	4.46	3
Was the technician knowledgeable?	18	6	1	0	0	4.68	3
Was the problem solved to your satisfaction?	21	3	2	0	0	4.73	1
Was the technician friendly?	19	5	1	0	0	4.72	2
Was the solution of your problem clearly communicated to you?	15	8	3	0	0	4.46	3
If Field Services visited your workstation did they leave a note explaining what was done?	8	2	14				5
Was your problem resolved with your initial contact to DIT Support?	20	4	1				4
Dept of Corrections	67 Survey(s) Found						
Was the service provided in a timely manner?	49	9	4	3	1	4.55	7
Was the technician knowledgeable?	50	7	5	0	0	4.73	7
Was the problem solved to your satisfaction?	56	5	2	1	1	4.75	3
Was the technician friendly?	53	6	3	0	0	4.81	8
Was the solution of your problem clearly communicated to you?	50	9	2	2	0	4.70	5
If Field Services visited your workstation did they leave a note explaining what was done?	16	4	44				2
Was your problem resolved with your initial contact to DIT Support?	50	8	9				6
Dept of Education	22 Survey(s) Found						
Was the service provided in a timely manner?	19	1	1	0	1	4.68	1
Was the technician knowledgeable?	19	1	1	0	0	4.86	1
Was the problem solved to your satisfaction?	20	0	0	1	0	4.86	1
Was the technician friendly?	21	0	0	0	0	5.00	1
Was the solution of your problem clearly communicated to you?	20	0	0	1	0	4.86	2
If Field Services visited your workstation did they leave a note explaining what was done?	15	0	7				0
Was your problem resolved with your initial contact to DIT Support?	18	3	1				2

		Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>								
<u>Dept of Environmental Quality</u>	21 Survey(s) Found							
Was the service provided in a timely manner?	18	2	1	0	0		4.81	0
Was the technician knowledgeable?	17	3	0	0	0		4.85	1
Was the problem solved to your satisfaction?	16	4	0	0	1		4.62	1
Was the technician friendly?	16	4	0	0	0		4.80	1
Was the solution of your problem clearly communicated to you?	16	4	0	0	0		4.80	1
If Field Services visited your workstation did they leave a note explaining what was done?	2	0	19					0
Was your problem resolved with your initial contact to DIT Support?	19	2	0					0
<u>Dept of Hist Art and Libraries</u>	2 Survey(s) Found							
Was the service provided in a timely manner?	0	0	0	2	0		2.00	2
Was the technician knowledgeable?								0
Was the problem solved to your satisfaction?	0	0	2	0	0		3.00	2
Was the technician friendly?								0
Was the solution of your problem clearly communicated to you?								0
If Field Services visited your workstation did they leave a note explaining what was done?								0
Was your problem resolved with your initial contact to DIT Support?								0
<u>Dept of Management & Budget</u>	24 Survey(s) Found							
Was the service provided in a timely manner?	13	5	1	2	1		4.23	3
Was the technician knowledgeable?	13	5	2	0	0		4.55	3
Was the problem solved to your satisfaction?	15	5	1	1	0		4.55	1
Was the technician friendly?	16	3	1	0	0		4.75	3
Was the solution of your problem clearly communicated to you?	15	3	2	2	0		4.41	0
If Field Services visited your workstation did they leave a note explaining what was done?	2	1	17					2
Was your problem resolved with your initial contact to DIT Support?	13	5	3					5
<u>Dept of Military and Veterans</u>	2 Survey(s) Found							
Was the service provided in a timely manner?	2	0	0	0	0		5.00	0
Was the technician knowledgeable?	2	0	0	0	0		5.00	0
Was the problem solved to your satisfaction?	2	0	0	0	0		5.00	0
Was the technician friendly?	2	0	0	0	0		5.00	0
Was the solution of your problem clearly communicated to you?	2	0	0	0	0		5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	1					0
Was your problem resolved with your initial contact to DIT Support?	2	0	0					0
<u>Dept of Natural Resources</u>	13 Survey(s) Found							
Was the service provided in a timely manner?	10	1	2	0	0		4.62	3
Was the technician knowledgeable?	11	2	0	0	0		4.85	2
Was the problem solved to your satisfaction?	10	2	1	0	0		4.69	0
Was the technician friendly?	13	0	0	0	0		5.00	1
Was the solution of your problem clearly communicated to you?	11	1	0	0	0		4.92	1
If Field Services visited your workstation did they leave a note explaining what was done?	4	0	9					1
Was your problem resolved with your initial contact to DIT Support?	9	2	2					0

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Dept of State</u>	20 Survey(s) Found						
Was the service provided in a timely manner?	12	2	3	0	2	4.16	2
Was the technician knowledgeable?	13	2	3	0	1	4.37	2
Was the problem solved to your satisfaction?	14	1	1	0	3	4.21	3
Was the technician friendly?	17	1	1	0	0	4.84	0
Was the solution of your problem clearly communicated to you?	13	2	1	1	1	4.39	1
If Field Services visited your workstation did they leave a note explaining what was done?	4	5	9				0
Was your problem resolved with your initial contact to DIT Support?	10	7	3				5
<u>Dept of Transportation</u>	19 Survey(s) Found						
Was the service provided in a timely manner?	16	3	0	0	0	4.84	1
Was the technician knowledgeable?	16	3	0	0	0	4.84	1
Was the problem solved to your satisfaction?	17	2	0	0	0	4.89	0
Was the technician friendly?	17	2	0	0	0	4.89	1
Was the solution of your problem clearly communicated to you?	14	5	0	0	0	4.74	0
If Field Services visited your workstation did they leave a note explaining what was done?	5	1	12				2
Was your problem resolved with your initial contact to DIT Support?	11	4	4				3
<u>Dept of Treasury</u>	26 Survey(s) Found						
Was the service provided in a timely manner?	11	6	3	2	3	3.80	8
Was the technician knowledgeable?	11	10	2	0	1	4.25	1
Was the problem solved to your satisfaction?	13	6	2	1	3	4.00	4
Was the technician friendly?	18	2	2	0	1	4.57	3
Was the solution of your problem clearly communicated to you?	10	6	5	1	2	3.88	3
If Field Services visited your workstation did they leave a note explaining what was done?	4	2	19				4
Was your problem resolved with your initial contact to DIT Support?	12	9	4				4
<u>Family Independence Agency</u>	159 Survey(s) Found						
Was the service provided in a timely manner?	99	33	15	6	6	4.34	20
Was the technician knowledgeable?	98	34	16	3	0	4.50	15
Was the problem solved to your satisfaction?	105	33	9	8	3	4.45	18
Was the technician friendly?	110	30	6	2	2	4.63	17
Was the solution of your problem clearly communicated to you?	87	40	19	3	5	4.31	13
If Field Services visited your workstation did they leave a note explaining what was done?	16	6	130				2
Was your problem resolved with your initial contact to DIT Support?	90	48	19				15
<u>Friend Of the Court</u>	3 Survey(s) Found						
Was the service provided in a timely manner?	3	0	0	0	0	5.00	0
Was the technician knowledgeable?	2	1	0	0	0	4.67	0
Was the problem solved to your satisfaction?	2	1	0	0	0	4.67	0
Was the technician friendly?	3	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	2	1	0	0	0	4.67	0
If Field Services visited your workstation did they leave a note explaining what was done?	2	0	1				0
Was your problem resolved with your initial contact to DIT Support?	3	0	0				0

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Michigan State Police	6 Survey(s) Found						
Was the service provided in a timely manner?	2	1	1	1	0	3.80	2
Was the technician knowledgeable?	2	3	0	0	0	4.40	1
Was the problem solved to your satisfaction?	3	2	0	0	0	4.60	1
Was the technician friendly?	4	1	0	0	0	4.80	1
Was the solution of your problem clearly communicated to you?	3	1	0	0	0	4.75	1
If Field Services visited your workstation did they leave a note explaining what was done?	2	1	3				0
Was your problem resolved with your initial contact to DIT Support?	4	1	0				1
(No Organization Specified)	1 Survey(s) Found						
Was the service provided in a timely manner?	1	0	0	0	0	5.00	0
Was the technician knowledgeable?	1	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	1	0	0	0	0	5.00	0
Was the technician friendly?	1	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	1	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	1				0
Was your problem resolved with your initial contact to DIT Support?	1	0	0				0
Grand Totals	500 Survey(s) Found						
Was the service provided in a timely manner?	334	83	41	20	15	4.42	62
Was the technician knowledgeable?	336	92	31	4	2	4.63	51
Was the problem solved to your satisfaction?	365	74	22	15	12	4.57	42
Was the technician friendly?	382	60	16	2	4	4.75	49
Was the solution of your problem clearly communicated to you?	318	94	37	11	11	4.48	38
If Field Services visited your workstation did they leave a note explaining what was done?	101	25	347				24
Was your problem resolved with your initial contact to DIT Support?	316	109	63				52

Survey Summary Information

Waiting

0

Responded

500

Processed

0

Expired

2,845

Total : 3,345

Percent Responded / Processed - 14.95 %